

CVMS Provider Portal Account & Organization Management User Guide

Version 1

February 14, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the
CVMS Help Desk Portal* at
https://ncgov.servicenowservices.com/csm_vaccine

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)

For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021

3. You will receive an e-mail with your username and temporary password to log into the portal

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User Accounts & Organization Management Overview

Overview

Name	Email	Title	NCID	Direct Account Name	Profile	Active
Lisa Hall	lisahall@mailinator.com	Location Manager	lisahall4	Crimson Skies		
Nabeel Simpson	nabeel.simpson@mailinat...	Organization Admin		Crimson Skies	vProvider Community Lo...	Yes
Nicholas TestCrimson	noemail@noemail.com.in...	Location Manager		Crimson Skies	Healthcare Location Mgr	Yes
Karen Lewis	karenlewis@mailinator.co...	Location Manager	klewis4v	Crimson Skies - Location 2		
Piper Preece	piper.preece@mailinator....	Vaccine Coordinator		Crimson Skies - Location 2	vProvider Community Lo...	Yes
Nicholas TestCrimson-2	email@noemail.com.invalid	Healthcare Provider		Crimson Skies - Location 2	Healthcare Provider	Yes

In this user guide, we will review the User Accounts and Organization Management.

User Accounts Management will allow you to create and onboard new users to the CVMS Provider Portal. You will be able to:

- Search and create CVMS Provider Portal user accounts
- Edit user account details and profiles
- Add / remove locations to a user account
- Deactivate user accounts

ACCOUNT NAME	INDUSTRY	PHONE	ADDRESS
Test Org	Food and Agriculture	123-456-7890	123 Grocery Way Raleigh North Carolina 12345
1	Health Care	1	1 1 1 1
Harka Employer	Finance	444-555-6666	1st Street Goldsboro North Carolina 27534 United States
Walmart	Commercial Facilities (e.g. retail workers, hotel workers)	111-111-1111	123 Main st. Raleigh North Carolina 27609
Rose Apothecary	Commercial Facilities (e.g. retail workers, hotel workers)	252-206-6189	100 Marsala Dr Princeton States North Carolina 27569
Test Business1	Food and Agriculture	123-456-7890	123 Main Street Raleigh North Carolina 12345
Food Lion	Food and Agriculture		125 Food Lion Way Leesville 00000
RSTEstOrg2921	Health Care		2921 Mainstreet Durham N Carolina 27701
TP Company	Defense Industrial Base	111	1213 Cary AAAA 123
GovTestOrg	Education	323666	123 Main St Cary North Carolina 24454

Organization Management will allow you to onboard essential workers' organizations to the CVMS Organization Portal.

- Search & create new organizations and organization points of contact
- Edit organization and organization points of contact details

The processes included in this user guide are for users with the **Healthcare Location Manager** profile only.

Additionally, you will need to:

- Use the latest version of Chrome, Firefox, Safari, Edge Chromium browsers.
- Log in the CVMS Provider Portal with your NCID username and password at <https://covid-vaccine-provider-portal.ncdhhs.gov>

Now, let's get started!

Key Terms

Healthcare Location Manager Profile

The Healthcare Location Manager is an available user profile for the CVMS Provider Portal. This profile gives Healthcare Location Managers permission to access the following tabs: Home, Recipient, Appointments, Bulk Registration, Vaccine inventory, Shipments, Reports, Account Management, Organization Management, and Help & Information.

Healthcare Provider Profile

The Healthcare Provider is another available user profile for the CVMS Provider Portal. This profile gives Healthcare Providers permission to access the following tabs: Home, Recipient, Appointments, and Help & Information.

CVMS Organization Portal

The CVMS Organization Portal is for essential worker's organizations (that are not healthcare vaccine providers). These organizations can be registered by NCDHHS or by the Healthcare Location Managers of any provider in the CVMS Provider Portal. Once registered, these organizations can complete their own Recipient Bulk Upload process. Uploaded recipients from the organization will have permissions to register in the CVMS Recipient Portal prior making an appointment to get their vaccine.

Create a New User Account

Account Management Overview

The Account Management process enables Healthcare Location Managers to onboard staff or individuals that require access to the CVMS Provider Portal. Before starting this process, make sure to collect NCID usernames and valid email addresses for each user who requires a CVMS Provider Portal account.



1

Navigate to the Account Management tab in the CVMS Provider Portal.

Healthcare Location Managers can onboard authorized staff or individuals and provide access to the CVMS Provider Portal through the self-service Account Management tab.



2

Click Add New Member. Populate and save the HCP Provider Portal Contact record.

You will be required to enter the first name, last name, profile, NCID username and associated email address for each user.

Make sure to check that the NCID username was created using the associated email address.



3

After clicking Save, an automatic email will be sent to the user inviting them to sign into their CVMS Provider Portal account and start performing their applicable activities.

As a Healthcare Location Manager, you will be able to edit the assigned profile and NCID username if you need to correct any information.

For onboarding a large number of users to the CVMS Provider Portal, please visit the CVMS Help Desk Portal for further instructions on the HCP User Onboarding Template and the bulk user onboarding process. This will require opening a ticket in the CVMS Help Desk Portal.

Step 1 of 7: Navigate to Account Management Tab

Before beginning the Account Management process, collect the NCID usernames for the individuals you are onboarding. You will need an NCID username for each person to onboard them to the CVMS Provider Portal.

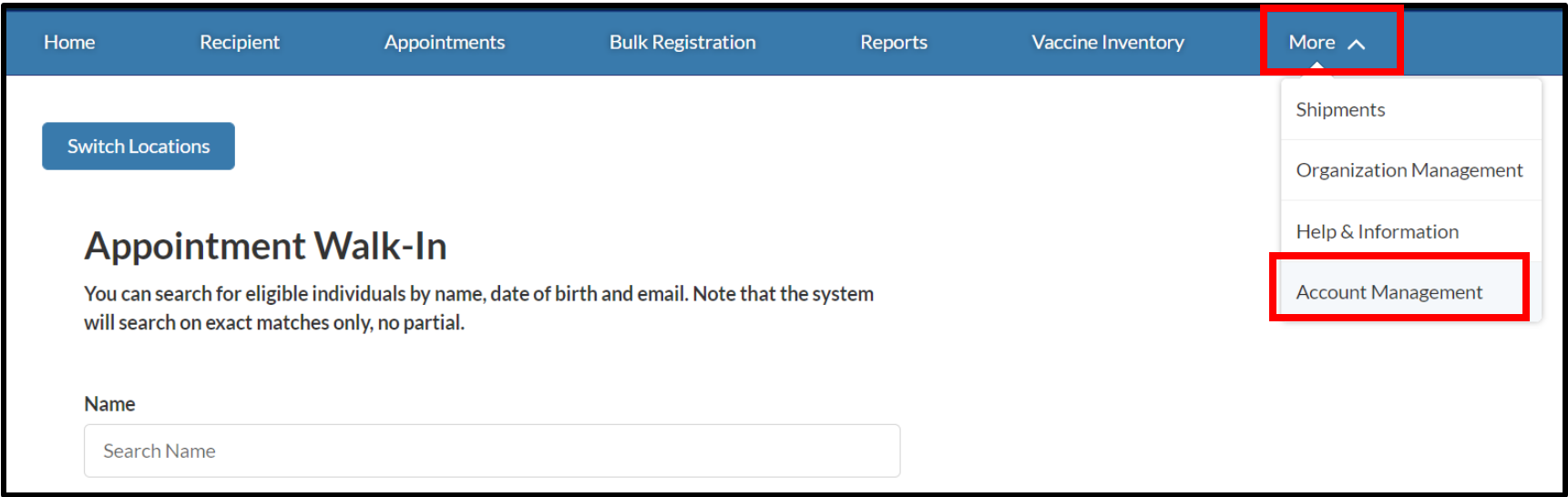
- 1. From the homepage, click **MORE**
- 2. Click the **ACCOUNT MANAGEMENT** tab from the drop down

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Location Manager

Tips


You will only be able to onboard individuals to the Locations you have access to within your Organization.



Step 2 of 7: Search for an Existing Account

Before you create a new CVMS Provider Portal account for an individual, search for them first to make sure that they do not already have one.

1. Search for the user by **NAME OR NCID USERNAME**



Home

Recipient

Appointments

Bulk Registration

Reports

Vaccine Inventory

Search by Contact's Name or NCID

Q Karen

×

Or

Q Search by Contact's NCID

Search

Reset

Search by Contact's Name or NCID

Q karen

×

Or

Q Search by Contact's NCID

Search

Reset

Name

Email

Title

NCID

Direct Account Name

No results, please search again.

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Tips

Do not search both name and NCID simultaneously. The search must be done separately.


Step 3 of 7: Click Add Member

Once you confirm that the individual does not have an existing CVMS Provider Portal account, you can create a CVMS Provider Portal account.

- 1. Click **ADD MEMBER**

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NCDHHS
CVMS Provider Portal

Home

Recipient

Appointments

Bulk Registration

Reports

Vaccine Inventory

More ▾

Search by Contact's Name or NCID

Q karen

✕

Or

Q Search by Contact's NCID

Search

Reset

Add Member

Name ▾

Email ▾

Title ▾

NCID ▾

Direct Account Name ▾

Profile ▾

Active ▾

No results, please search again.

Step 4 of 7: Enter the HCP Portal Contact Details

After clicking **ADD MEMBER**, you will be directed to the Create HCP Portal Contact page. You will be asked to provide the individual's details.

1. Enter **FIRST** and **LAST** name
2. Enter **EMAIL ADDRESS** used to register the NCID username
3. Click the **ACCOUNT (LOCATION) NAME** search. Select **ACCOUNT** from the drop down
4. Select a **PROFILE** from the drop-down menu
5. Enter the **NCID USERNAME**
6. Click **SAVE RECORD**

Create HCP Portal Contact

* First Name

* Last Name

* Email

* Account Name

Search Accounts...

Title

* Profile

--None--

* NCID

Phone

Cancel Save Record

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Tips

Title and Phone Number are optional fields.

You will be able to add additional locations after creating the initial HCP Portal Contact record.

Step 5 of 7: Search for Individual on the User List

Once you save the new HCP Portal Contact record, you will be directed back to the Account Management tab. You will be able to view the individual’s name and NCID username on the list.

- 1. Click the **NAME**
- 2. After clicking the Name, you will be directed to the **CONTACT RECORD**

Home Recipient Appointments Bulk Registration Reports Vaccine Inventory More ▾								
Search by Contact's Name or NCID								
<input type="text" value="Search by Contact's Name"/>		Or	<input type="text" value="Search by Contact's NCID"/>		<input type="button" value="Search"/>	<input type="button" value="Reset"/>	<input type="button" value="Add Member"/>	
Name ▾	Email ▾	Title ▾	NCID ▾	Direct Account Name ▾	Profile ▾	Active ▾		
Lisa Hall	lisahall@mailinator.com	Location Manager	lisahall4	Crimson Skies				
Nabeel Simpson	nabeel.simpson@mailinat...	Organization Admin		Crimson Skies	vProvider Community Lo...	Yes	▾	
Nicholas TestCrimson	noemail@noemail.com.in...	Location Manager		Crimson Skies	Healthcare Location Mgr	Yes	▾	
Karen Lewis	karenlewis@mailinator.co...	Location Manager	klewis4v	Crimson Skies - Location 2				
Piper Preece	piper.preece@mailinator....	Vaccine Coordinator		Crimson Skies - Location 2	vProvider Community Lo...	Yes	▾	
Nicholas TestCrimson-2	email@noemail.com.invalid	Healthcare Provider		Crimson Skies - Location 2	Healthcare Provider	Yes	▾	

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Tips

The Profile and Active columns will not update on the list until the individual logs into their CVMS Provider Portal account for the first time.

Step 6 of 7: Review and Edit the User Contact Record

Each CVMS Provider Portal account has an HCP Portal Contact record. You will be able to review the information you provided and edit the information.

If you need to edit the email address on the Contact record, see the Appendix for further instructions.

- 1. Click the **PENCIL ICON** next to the field you wish to edit
- 2. Make the changes
- 3. Click **SAVE**

HomeRecipientAppointmentsBulk RegistrationReportsVaccine InventoryMore

Contact Lisa Hall

TitleLocation ManagerAccount NameCrimson SkiesPhone (2)Emaillisahall@mailinator.com

DETAILSRELATED

NameLisa HallPhone

Account NameCrimson SkiesMobile

TitleLocation ManagerEmaillisahall@mailinator.com

NCIDlisahall4

ProfileHealthcare Location Mgr

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Tips

By editing the Profile field, you will be updating the permissions for the individual’s CVMS Provider Portal account.

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Step 7 of 7: Automatic Email Notification Sent to the User

After the HCP Portal Contact record is created, an automatic email is sent to the email address provided inviting the individual to sign into the CVMS Provider Portal account.

Hi Lisa,

Welcome to the COVID-19 Vaccine Management System (CVMS).

To get started, go to <https://covid-vaccine-provider-portal.ncdhhs.gov> you will be redirected to the NCID sign on page, enter your NCID and password and select NCID Login. You will then be automatically logged into the CVMS Provider Portal.

Need support? Submit your question to the help desk here: https://ncgov.servicenowservices.com/csm_vaccine

Thank you,
NC Department of Health and Human Services
Division of Public Health

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Add Multiple Locations to a User

Step 1 of 3: Adding Multiple Locations to an Account

You will be able to provide access to additional locations to CVMS Provider Portal accounts you create.

- 1. From the HCP Portal Contact record, click **RELATED**
- 2. Under Related Accounts, click **ADD RELATIONSHIP**

HomeRecipientAppointmentsBulk RegistrationReportsVaccine Inventory

Contact
Lisa Hall

Title

Location Manager

Account Name

Crimson Skies

Phone (2)

▼

Email

lisahall@mailinator.com

DETAILS

RELATED

Related Accounts (1)

Add Relationship

Account Name	Direct	Parent Account
Crimson Skies	<input checked="" type="checkbox"/>	▼

View All

Audience

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Tips

Remember, you will only be able to add locations you have access to in the CVMS Provider Portal.

Step 2 of 3: Add Account Relationship

You will see the New Account Contact Relationship page appear.

- 1. Search for the Account (Location) in the search bar
- 2. Select the correct **ACCOUNT NAME** from the drop down
- 3. Click **SAVE**

mentsBulk RegistrationReportsVaccine InventoryMore

New Account Contact Relationship

Please verify the correct Contact is selected. If not, please close this window.

Account Contact Relationship Information

* Account

Search Accounts...

* Contact

Lisa Hall

Relationship Status

Active

☒

Cancel

Save & New


Save

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Tips

Enter at least three characters to see your search results.



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Step 3 of 3: View and Remove Account Relationships

After clicking Save, the new account relationship will be reflected under the Related Accounts. You can always remove access to a location by clicking the **DROP-DOWN ARROW** for the account you wish to remove and selecting **REMOVE RELATIONSHIP**.

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Contact

Lisa Hall

Title

Location Manager

Account Name

Crimson Skies

Phone (2) ▼

Email

lisahall@mailinator.com

DETAILS

RELATED

Related Accounts (2)

Add Relationship

Account Name	Direct	Parent Account
Crimson Skies	<input checked="" type="checkbox"/>	
Crimson Skies - Location 2	<input type="checkbox"/>	Crimson Skies

View All

View Relationship

Edit Relationship

Remove Relationship

Deactivate a User

Step 1 of 1: How to Deactivate a CMVS Provider Portal Account

If you need to remove an individual’s access to the CVMS Provider Portal, you will be able to deactivate their CVMS Provider Portal account from the Account Management tab.

- 1. From the Account Management tab, search for the account using the **NAME OR NCID**
- 2. Click the **DROP-DOWN MENU** for the correct row
- 3. Click **DEACTIVATE**

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Search by Contact's Name or NCID

Search by Contact's Name

Or

Azalea.Troche1

SearchReset

Add Member

Name	Email	Title	NCID	Direct Account Na...	Profile	Active	
Azalea Troche	azalea.troche-acn@dhhs...	Healthcare Provider	Azalea.Troche1	Clinic ABC Loc 1	Healthcare Provider	Yes	<div>Deactivate</div>

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Tips

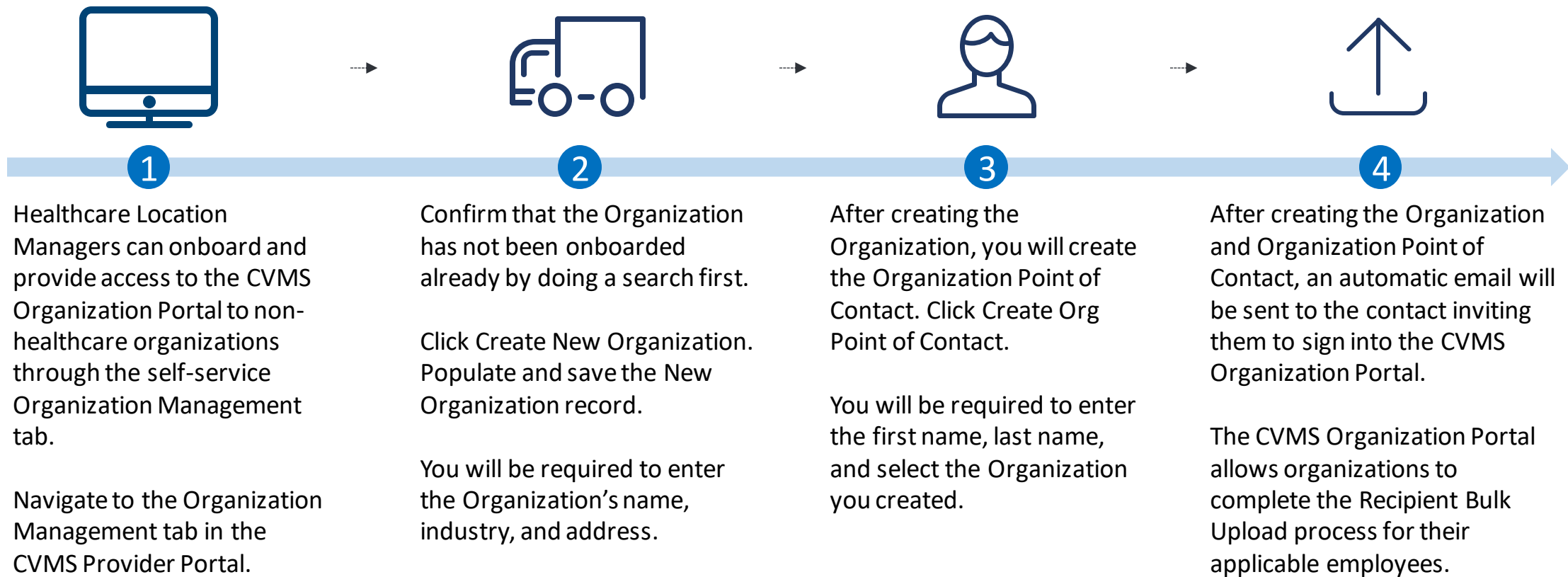
Before deactivating a CVMS Provider Portal account, use the NCID username as a unique identifier to confirm you found the correct account.

You will only be able to deactivate CVMS Provider Portal accounts that have the same direct Account (Location) as your own account. You can view your direct account on your HCP Portal Contact record.

Organization Management

Organization Management Overview

The Organization Management process enables Healthcare Location Managers to onboard *essential workers* organizations to the CVMS Organization Portal. **Before onboarding a new organization, it is important to ensure they fall within the State of North Carolina's COVID-19 vaccine prioritization guidelines.**



Step 1 of 9: Navigate to the Organizational Management Screen

You can onboard new non-healthcare organizations to the CVMS Organization Portal. Each organization will also require an organization point of contact. To begin, let's add an organization.

- 1. Navigate to the **MORE** tab and select **ORGANIZATION MANAGEMENT**

HomeRecipientAppointmentsBulk RegistrationReportsVaccine InventoryMore

You are currently logged in as Clinic ABC Loc 1

Switch Locations

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

Name

Search Name

Date Of Birth

YYYY-MM-DD

Email

Search Email

Search

Shipments

Organization Management

Help & Information

Account Management

Today's Ap

TIME	DETAILS	CASE NUMBER	LOCATION
Feb 10, 21, 01:02 AM	3542retest2 user Dose 1 Scheduled	00112874	Clinic ABC Loc 1
Feb 10, 21, 01:02 AM	3542retest2 user Dose 1 Scheduled	00112875	Clinic ABC Loc 1
Feb 10, 21, 02:47 PM	Test Test123 Dose 1 Scheduled	00112622	Clinic ABC Loc 1
Feb 10, 21, 02:48 PM	Michelle Test4 Dose 2 Scheduled	00112478	Clinic ABC Loc 1
Feb 10, 21, 02:54 PM	Test-1.4 Scenario33 Dose 2 Scheduled	00112932	Clinic ABC Loc 1

View all

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Tips

As a Location Manager, it is imperative that you closely follow that state's COVID-19 risk-based prioritization guidelines. For regulatory assistance, visit the Immunization Branch website at <https://covid19.ncdhhs.gov/vaccines/providers>

Step 2 of 9: Open the New Organization Form

Complete a search first to ensure that the organization does not already exist in the system.

- 1. Navigate to the search bar and enter the name of the organization
- 2. If the organization does not exist, click **NEW ORGANIZATION**

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Tips

You only need to enter three characters from the organization name to begin a search. The results will auto-populate. The more complete the name you enter, the more the results will filter.

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New OrganizationNew Org Point of Contact

AccountsAll Business Accounts

Name

IndustryAll

ACCOUNT NAME	INDUSTRY	PHONE	ADDRESS
Test Org	Food and Agriculture	123-456-7890	123 Grocery Way Raleigh North Carolina 12345
1	Health Care	1	1 1 1 1
Harika Employer	Finance	444-555-6666	1st Street Goldsboro North Carolina 27534 United States
Walmart	Commercial Facilities (e.g. retail workers, hotel workers)	111-111-1111	123 Main st. Raleigh North Carolina 27609
Rose Apothecary	Commercial Facilities (e.g. retail workers, hotel workers)	252-206-6189	100 Marsala Dr Princeton States.North Carolina 27569
Test Business1	Food and Agriculture	123-456-7890	123 Main Street Raleigh North Carolina 12345
Food Lion	Food and Agriculture		125 Food Lion Way Lewisville 00000
RSTEstOrg2921	Health Care		2921 Main street Durham N Carolina 27701
TP Company	Defense Industrial Base	111	1213 Cary AAAA 123
SomTestOrg	Education	323666	123 Main St Cary North Carolina 24454

Step 3 of 9: Create the New Organization

New Organization

Organization Name

Apollo Aerospace

Industry

Transportation

Street Address

2400 John Brantley Blvd

City

Morrisville

State

North Carolina

Zip

27560

County

Wake

Phone

919-867-5309

Cancel

Create Organization

The New Organization Form will now appear for you complete.

- 1. Enter the Organization Name
- 2. Select the appropriate **INDUSTRY** from the **DROP-DOWN MENU**
- 3. Click **CREATE ORGANIZATION**

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Tips

There are only two required fields. However, ensuring that an address is entered will simplify the process of searching for the organization in the system when assigning points of contact.

You must spell out the name of the state.

Step 4 of 9: Review the Organization Record

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Account

Apollo Aerospace

Industry

Transportation

Billing Address

2400 John Brantley Blvd

Morrisville, North Carolina 27560

DETAILS

RELATED

Account Name

Apollo Aerospace

Industry

Transportation

Phone

919-867-5309

Address Information

Billing Address

2400 John Brantley Blvd

Morrisville, North Carolina 27560

Raleigh-Durham International Airport

The Organization record will automatically appear. This is where you can review and edit the Organization record details.

- 1. **REVIEW** the Organization record data
- 2. If corrections are needed, click the **PENCIL ICON** next to the field you wish to edit
- 3. Continue to the next step

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Step 5 of 9: Edit the Organization Record (if needed)

Account Name

Apollo Aerospace

Phone

919-867-5309

Industry

Transportation

Address Information

Billing Address

Billing Street

2400 John Brantley Blvd

Billing City

Morrisville

Billing State/Province

North Carolina

Billing Zip/Postal Code

27560

Billing Country

Vaccine Administration County

Wake

System Information

Created By

Darrell Lee, 2/10/2021, 5:25 PM

Cancel

Save

Updated By

2/10/2021, 5:25 PM

This screen displays fields to allow you to make necessary changes to the Organization record.

- 1. Enter corrected data
- 2. Click **SAVE**

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Step 6 of 9: Open the Organization Point of Contact Form

Once the Organization Record is created, create a point of contact who will represent the organization. This individual will receive an automatic email notification from the CVMS Organization Portal.

1. Click NEW ORG POINT OF CONTACT

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New Organization

New Org Point of Contact

Accounts

All Business Accounts

Name

Industry

All

ACCOUNT NAME	INDUSTRY	PHONE	ADDRESS
Test Org	Food and Agriculture	123-456-7890	123 Grocery Way Raleigh North Carolina 12345
1	Health Care	1	1 1 1 1
Harika Employer	Finance	444-555-6666	1st Street Goldsboro North Carolina 27534 United States
Walmart	Commercial Facilities (e.g. retail workers, hotel workers)	111-111-1111	123 Main st. Raleigh North Carolina 27609
Rose Apothecary	Commercial Facilities (e.g. retail workers, hotel workers)	252-206-6189	100 Marsala Dr Princeton States,North Carolina 27569
Test Business1	Food and Agriculture	123-456-7890	123 Main Street Raleigh North Carolina 12345
Food Lion	Food and Agriculture		125 Food Lion Way Lewisville 00000
RSEstOrg2921	Health Care		2921 Main street Durham N Carolina 27701
TP Company	Defense Industrial Base	111	1213 Cary AAAA 123
SomTestOrg	Education	323666	123 Main St Cary North Carolina 24454

Step 7 of 9: Create the New Org Point of Contact

The New Org Point of Contact form will now be displayed.

1. POPULATE the following fields

- First name
- Last name
- Organization
- E-mail address
- Phone

2. Click **CREATE ORG POINT OF CONTACT**

The screenshot shows a web form titled "New Org Point of Contact". The form contains several input fields: "First Name" (with "Igor" entered), "Last Name" (with "Sikorsky" entered), "Organization" (with "Apollo Aerospace" entered and a dropdown menu open), "Email" (with "HelicopterMan1@mailinator.com" entered), and "Phone" (with "619-555-1234" entered). The dropdown menu for "Organization" shows a search bar with "apollo" and a list of results, including "Apollo Aerospace" with a full address. At the bottom right of the form, there are two buttons: "Cancel" and "Create Org Point of Contact". Red boxes highlight the "Organization" field and the "Create Org Point of Contact" button.

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Tips

When searching for the organization, enter at least three characters. Many organizations have multiple locations. Select the appropriate organization based on the address.

Though not required, it is a best practice to populate all fields.

Step 8 of 9: Review the Org Point of Contact Record

You will automatically be directed to the new Organization Point of Contact record.

- 1. **REVIEW** the Point of Contact Data
- 2. If changes are required, use the **PENCIL ICON** next to the field you want to edit
- 3. Continue to the next step

Home

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Contact

Igor Sikorsky

Account Name

[Apollo Aerospace](#)

Email

[helicopterman1@mailinator.com](#)

Name

Igor Sikorsky

Account Name

[Apollo Aerospace](#)

Phone

619-555-1234

Email

[helicopterman1@mailinator.com](#)

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Tips

Please make sure to validate with the Point of Contact that they are the right individual to receive access before adding them to the CVMS Organization Portal.

The Point of Contact will receive a validation e-mail with a time-sensitive link which expires in 48 hours. Please ensure that they are aware that they will receive the e-mail and that they need to respond within 48 hours.

Step 9 of 9: Edit the Organization Point of Contact Record (if needed)

This screen displays fields to allow you to make any necessary changes to the Org Point of Contact record.

- 1. **ENTER** corrected data
- 2. Click **SAVE**

Name

Salutation

--None--

First Name

Igor

Middle Name

Last Name

Sikorsky

Suffix

Account Name

Apollo Aerospace

Phone

619-555-1234

Email

helicopter1@mailinator.com

Cancel

Save

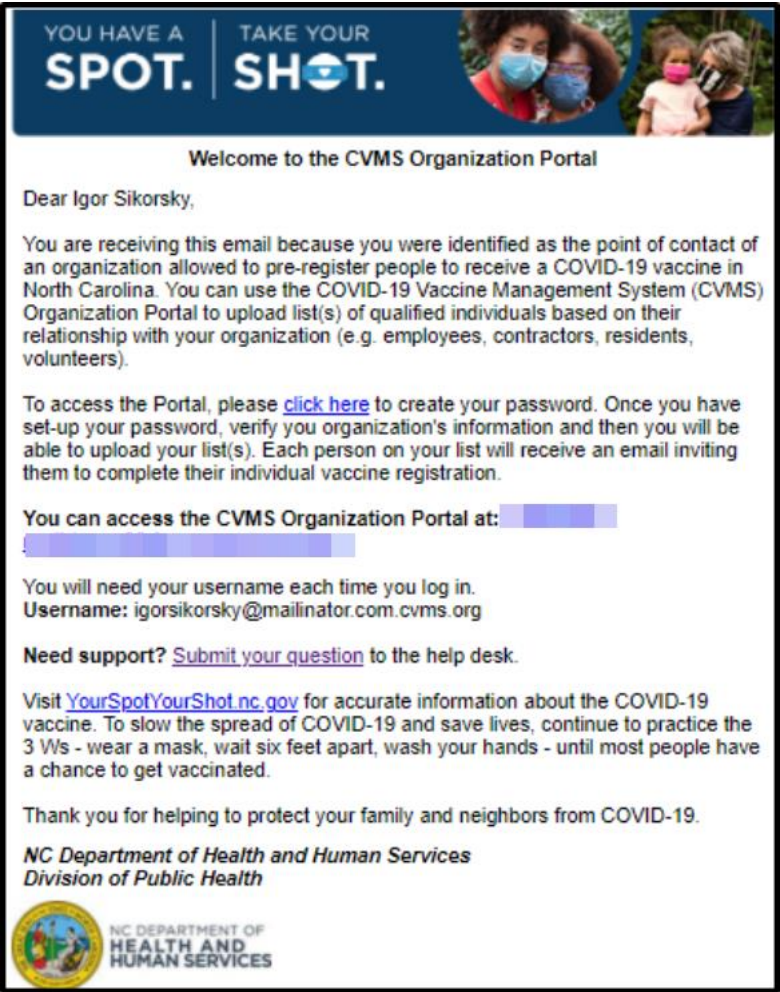
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Organization Point of Contact Automatic E-mail Notification

Once the Points of Contact are created, they will automatically receive an e-mail welcoming them to the CVMS Organization Portal.

The email will include login instructions to the CVMS Organization Portal where they will be able to confirm their organization details and complete the Recipient Bulk Upload process.



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Appendix

How to Obtain an NCID

Instructions for a user to create an NCID:

- Navigate to <https://ncid.nc.gov/>
- Click **Register!** (in the bottom right corner of the blue box)
- Click **Business** user type option
- Complete the required fields to create an NCID
- Follow the steps to access your NCID account **and** create your security questions
- Once created, you will need to provide your NCID username to the designated Location Manager or the Vaccine Coordinator so they can request access to CVMS for you.
- If you have any questions **or need assistance in identifying the Location Manager or the Vaccine Coordinator for your location**, please submit all inquiries to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

NCID Tips

NCID

Username

Password

NCID Login

Forgot Username
Forgot Password
Unlock Account

Need Help? **Register!**

Privacy and Other Policies Contact Us

WARNING: This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.
NCC742

Editing the Email Address on the HCP Portal Contact Record

When a User Contact record is created, an automatic email is sent to the email address provided confirming their new CVMS Provider Portal account. It is very important that you enter the correct email address.

If you need to correct the email address after the record is created, the new email address **WILL NOT** receive an automatic email notification.

You will need to **MANUALLY PROVIDE** the individual with the **CVMS PROVIDER PORTAL LINK** and **LOG IN INSTRUCTIONS** to confirm their new account.

HomeRecipientAppointmentsBulk RegistrationReportsVaccine Inventory

Contact
Lisa Hall

TitleLocation Manager

Account NameCrimson Skies

Phone (2) ▼

Emaillisahall@mailinator.com

DETAILS

RELATED

Name

Lisa Hall

Account Name

Crimson Skies

Title

Location Manager

Phone

Mobile

Email

lisahall@mailinator.com





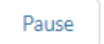
NCID

lisahall4

Profile

Additional Notes

Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *** Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more details on supported browsers, see https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note: Internet Explorer and Edge Non-Chromium are not supported.

User Guide Change Log

Key Items:

- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

Version	Date of Change	Changes Made	Impacted Slides	Author
1	2/14/2021	<ul style="list-style-type: none">• Initial version		Azalea Troche, Darrell Lee, Kechia Scott